

Frequently Asked Questions

About L&I's Claim & Account Center access for Vocational Providers

What are the minimum system requirements for using the Claim & Account Center (CAC)?

Windows (XP, 2000, 98)

- Internet Explorer 6.0 or higher
- Netscape 7.2

Macintosh (9.0, 10.x)

Safari 1.0

- Netscape 7.2

Adobe Reader (see below for more info on Adobe)

Why is CAC important for vocational services?

Vocational providers will be able to access current claim information and imaged claim documents on L&I computer systems. All parties (claim managers, workers, employers and providers) will be able to reference this "shared information".

Will L&I continue to send microfiche with vocational referrals?

L&I will stop sending microfiche with vocational referrals in early summer 2006. Vocational providers are expected to use the CAC to access this information. NOTE: Microfiche can be ordered by the vocational provider for claims other than the one associated with the referral, i.e., previous or concurrent claims.

What claims can vocational providers view in CAC?

You will be able to view all claims where there is an open referral associated with the firm (individual or branch referral) associated to the firm Fed Tax ID number you registered under.

Can Vocational Providers use the 'Send information to L&I' function in CAC?

No, currently the online transactions are only available to the injured worker and his or her attorney, the employer and the current attending doctor.

Why do I get timed-out of CAC?

Both CAC and Secure Access Washington have a time-out feature for security purposes, similar to online banking systems. For CAC, the time-out is set to 20 minutes of inactivity. For Secure Access Washington, the limit is 30 minutes. "Inactivity" means not clicking on 'Get Claim' or navigating to a new page area of the application or selecting a new document to view. If you are reviewing a document for more than 20 minutes, you will be timed-out when you return to the list to select a new document. You can click the link on the time-out page to return to the CAC Welcome page.

Can I sort the list of documents?

You can sort the documents to be in either chronological or alphabetical order by clicking the **Sort column** link above the date received or document type columns. The default display is in descending order by date received. You can also filter the list of documents by selecting only certain types of documents or by limiting the date range of documents you'd like to view. The default is All documents received in the last 30 days.

I don't see a particular document in the results list but I think it should be there. Why isn't it there?

It could mean that the document has not yet been scanned and placed into the imaged claim file. Please check back in a couple of business days.

I entered in a new claim number but the results list page is not for the new claim number.

When you enter in a new claim number on the search page, you must select "Get Claim" to retrieve the data for the new claim number and then you may enter your search criteria. Your new results page should be for the new claim number you entered.

What is the difference between a confidential claim and a confidential document?

An entire claim may be flagged as confidential if there is an exposure to a pathogen that results in the need to prevent or treat HIV, sexually transmitted diseases or hepatitis. These claims are not viewable through the Claim & Account Center. You will need to contact the claim manager to request a copy of the microfiche for these claims.

Certain documents may be classified as 'confidential'. You will not be able to view these documents online. You may contact the claim manager to request a copy of a confidential document. Independent Medical Examination (IME) reports are marked confidential upon receipt in the department only until the claim manager reviews the report to ensure confidential information is redacted. Some mental health records may be marked as confidential if the information would be a danger to the worker if he or she was not aware of and did not provide the information. (Example: A psychiatric IME where the examiner provides an opinion that the worker is suicidal where the worker had not directly provided that information to the examiner.)

I tried to view a document and I see the waiting page but nothing seems to be happening.

Sometimes the screen may say it is "done" loading when it is not quite done. Please wait patiently for the document to download completely. You might also check to see if the document has opened in a different window. Minimize your open programs one-by-one, in case the file is open where you can't see it.

When trying to open a document I am being asked to select a program to use. What does this mean?

This means that you do not have Adobe Reader installed on your computer. The free Adobe® Acrobat® Reader utility is required in order to view or print files in PDF format. You can [download the reader](#) at no cost from Adobe's web site. For technical support see the [Adobe Reader support](#) page.

I tried to open a document but all I got is a blank page.

You can either adjust some settings in your Adobe Reader or save the document to your computer.

To adjust settings, open Adobe Reader, check the version you are using, and do the following for your version: (Note: You will have to open a new browser session after making these changes.)

Version 4.0	-On the toolbar select File, then Preferences, then General, then Options -Remove the check mark under "Web Browser Integration"
Version 5.0	-On the toolbar select File, then Preferences, then General, then Options -Remove the check mark for "Display PDF in Browser"
Versions 6.0 and 7.0	-On the toolbar select Edit, then Preferences, then Internet -Remove the check mark for "Display PDF in Browser"

To save a document, right-click on the link to the document (PDF file) you want and select "Save Target As" or "Save Link As." Save the document to a directory on your computer. When you open the official record, it will open in Adobe Reader.

Nothing seems to happen when I try to open a document.

Check to see if the document has opened in a different window. Minimize your open programs one-by-one, in case the file is open where you can't see it.

If this doesn't resolve your problem, you may have an issue with pop-up blockers. Please try one of the following solutions:

- Make sure your browser is not set to block pop-ups from "Ini.wa.gov" web addresses. Some pop-up blocking software allows you to add an address (URL) to a "white list" which disables the pop-up blocker for that address. Add "Ini.wa.gov" to the list.
- Disable your pop-up blocking software while accessing the Claim and Account Center. Click on the pop-up blocker's software system tray icon or in the browser itself. You can re-enable the software later.
Note: Many pop-up blockers allow you to hold down the control (Ctrl) key on your keyboard while clicking the link to the official record (PDF file) to disable the pop-up blocker for a single instance.
- As a last resort, uninstall any pop-up blocking software you have installed. Most pop-up blockers can be removed by using the Windows Add/Remove Programs tool as follows:
 - From the Start menu, select Control Panel, and then Add or Remove Programs.
 - Look for the name of the program installed (for example, AdFilter).
 - Select the program name and click Remove.
 - Follow any on-screen instructions, and then close the Control Panel.

Why is there a 50 page limitation for viewing documents?

This is the limitation on the PDF file size that can be easily created and transmitted.

Why doesn't the document (PDF) print properly?

In the Adobe Reader window, use the print icon or select print from the File menu. If this does not work, download the document to your computer by right clicking on the link to the document (PDF file) you want and selecting "*Save Target As*" or "*Save Link As.*" Save the document to a directory on your system. When you open the document, it is now opened in Adobe Reader. Now use the Adobe Reader's File menu to print.

Can I print more than 1 document at a time?

The system will allow you to open, view and print only one document at a time. Printing more than one document at a time could negatively impact our processing capability, decrease response time for other users of CAC and might also impact our internal imaging users. There are also potential problem with overloading your printer with large print requests.